



Consumers' Health Forum  
of Australia

## **Consumer and Community Representatives Orientation Workshop** *Involve your community for healthier outcomes*

The Consumers' Health Forum of Australia (CHF) offers an Orientation Workshop that shares our extensive experience in supporting effective consumer representatives.

### ***Consumer input delivers healthier programs***

Government and health stakeholders recognise that policy developed with consumer input is more robust and gains wider acceptance. Community engagement delivers more effective health outcomes.

CHF is an independent member-based non-government organisation providing a national voice for health consumers. It helps shape Australia's health system by representing and involving consumers in health policy and program development. The CHF Consumer Representative Program facilitates the appointment and training of consumers to over 200 national health related committees that deliver consumer perspectives to positively influence decision-making to achieve better health policy and programs.

### ***Trained community representatives make better contributions***

CHF offers you a consumer representative orientation workshop training package. Our experienced community facilitator uses specially developed training resources and adult learning principles to introduce expectations of consumer representatives, the skills necessary to participate in decision making and the effective use of consumer and community networks.

Based on our own emphasis on participation, consultation and community capacity building, the workshop will generate more effective contributions from your community representatives. They will better understand their role and responsibilities, meeting dynamics and communication.

CHF will design, facilitate and evaluate a workshop that meets your specific needs. We will work in partnership with you to plan the entire event, including the agenda. We can provide CHF training support and reference material to be included in a participant package. We will create a tailor-made feedback form for participants with you and collate and summarise the feedback for you.

### ***CHF Consumer Representative Orientation Workshop***

This workshop offers you the benefits of our experience in working with consumer networks and facilitating member engagement sessions for CHF projects, including the Consumer Representatives Program. Costs vary depending on the service you require.

Please contact Member Services Manager, Emma Awizen, on phone 02 6273 5444 or email [e.awizen@chf.org.au](mailto:e.awizen@chf.org.au) to discuss your options.